

TECHNOLOGY PLAN

COUNTY: Navajo Nation Library Consortium

Library Director: Irving Nelson
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Mailing Address: PO Box 9000
City: Window Rock
County: Apache
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Number of Registered Borrowers: unknown at this time, however there are over 200,000 Navajos living on the Nation. See No. 6 *Evaluation Process* as to how we plan on registering borrowers during 2004-2005.
Number of Facilities to be Networked: 111
Names of Libraries/Branches covered by this Plan: (Please list each library in a separate line or attach a list) (see attached sheet)

E-Rate plans will be used for: Please type in Yes or No

- Telephone only: NO
- Internet: YES
- Others (List): NO

If you are using E-rate only for Telephone (voice) you need NOT fill in the rest below

Program Years Covered by this Plan: 2003 through 2005

1. Goals Summary

- (Goal 1)

Every Navajo Nation member has access to technology and broadband internet through public access at chapter/libraries. The demand for such services requires the use of increased bandwidth. The first goal is to increase the available bandwidth. Currently we see the increased network traffic and need for more bandwidth but we have no way of identifying what type of traffic and how to best provide services. We need to have a better way of monitoring utilization.

- (Goal 2)

Collaborate with all Navajo Nation governmental units in the implementation and use of technology. The major problem in the Navajo Nation is distance. We are the digital divide. By using the existing satellite infrastructure at the Chapter/Libraries we hope to leap the digital divide.

- (Goal 3)

Expand the range of resources available to libraries across the Navajo Nation through expanded bandwidth. In the next year (2005-2006) the Library Consortium will be developing a larger set of goals and objectives including a needs assessment for additional infrastructure and associated funds requirement. This will create a much broader technology plan that will include schools and other Navajo Nation government organizations that will build a harmonized network and communications infrastructure that is working towards full sustainability.

2. Goals and strategies for using technology:

- **Goal 1 /Strategy**

Provide true broadband Internet access for all tribal members through public access at each of the 111 chapter/libraries. The strategy for this is already in place and operational with satellite internet. E-rate allows us to expand the level of service from a basic 128k connection to true broadband within our existing budget. Using the Library Card methodology will allow us to monitor utilization and demonstrate outcomes.

- **Goal 2 / Strategy**

Establish communication linkage with all Navajo Nation entities through a variety of discussion groups, workshops, training sessions, and other contacts. By using the Chapter/library access points distributed throughout the 27,000 square miles of the Navajo Nation patrons are able to use e-mail and chat and other programs to communicate with Navajo Nation government agencies without having to travel hundred of miles in some cases to Window Rock. We have several grants in place now that are focused on Community development (TOP grant) these grants require broadband connectivity. The strategy is to use the Erate funded broadband connectivity to help implement the other Community Development Grants that have a broader scope than just providing Internet services. This particularly concerns e-governance issues.

- **Goal 3 / Strategy**

To serve the 111 branch/libraries we have at present over 1000 computers with access to various information resources via the internet. We will work to expand the resources currently

available to include the federal, state, and Navajo Nation information resources to meet the needs of the patrons across the Navajo Nation. This is particularly important, as there are many historical and traditional Navajo items, information and educational artifacts at our main Window Rock Library that need to be shared with the Chapter/Libraries. We also will work to collect historical data and information at the Chapter/Libraries that will be shared. Currently, every Chapter and the Window Rock Library have websites. (see www.opvp.org and www.nnlib.org) Data and information gained will be posted on the websites. The websites are a major method of identifying the amount of new and additional information available. The library card program will allow true identification and data gathering to enable a real and accurate needs assessment to be able to develop such a wide and far-reaching technology roadmap for the Navajo Nation.

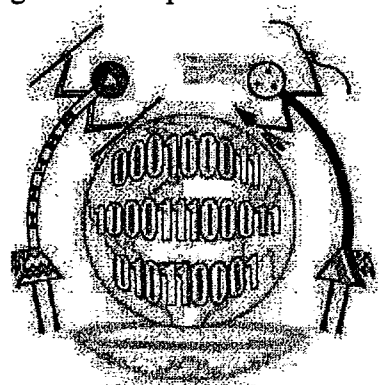
3. Professional development strategy: (staff training plans)

Strategy One of the staff development is training the chapter coordinator on the use of the internet and equipment so that they can assist users desiring public access to the internet. Much of this has been accomplished through a grant from the Bill and Melinda Gates Foundation. This is still currently in operation under an extended grant from the Gates Foundation but now is managed and staffed by the Navajo Nation Division of Community Development.

Strategy Two of the staff development is integrating library services at the chapter library extensions with the Navajo Nation main library in Window Rock, Az. and working with the three state library organizations to provide on-line library-specific staff development programs.

Strategy Three the Dine Web Warrior program.

Building upon the Bill and Melinda Gates Native American Access to Technology Program, the Navajo Nation Division of Community Development in partnership with Dine' Education is working to implement the Navajo Nation Web Warriors Program at the 111 Chapters/libraries where the Gates granted computers and satellite Internet are installed and operational.



Each Chapter/library has a number of public access computers that also have high speed, broadband Internet via OnSat satellite services. The goal of the Web Warrior program is hire at least 2 high school students (9th – 12th grade) to work at the computer centers and to be available to help others use the Gates granted computers to access information on the Internet and help patrons to use computers. These

students will become Web Warriors.

Additionally, Web Warriors will maintain the Chapter Websites by updating calendars, news, pictures and information about the Chapter. Web Warriors will be responsible to help input important community data for the Division of Community Development. They will also function as communications specialists in the event of an emergency.

In order to remain a Web Warrior, students must adhere to a code of values and maintain good grades in school.

A major goal of the Web Warrior program is to allow longer hours of public access. This will allow local Chapter members to come to the Chapter/library after normal hours of operation to use the public access computers and Internet to take distance education classes.

Part of the plan is to hire an adult to be at the Chapter with the Web Warriors after other Chapter officials have left for the day. Part of the adult's job will be to take online training classes and be able to help other adults with Internet skills.

The Navajo Nation and the Navajo Nation Boys and Girls Clubs along with the Navajo Nation Library Consortium is supporting the Web Warrior Program and will be providing significant funding to make the program a long term success.

4. Assessment of services/products needed: (What products/services does your community need? –Justify / show proof)

The 111 communities across the Navajo Nation need broadband internet connectivity to sustain a telecommunication infrastructure that will meet the needs of it's members. The current condition of these communities, according to the school free and reduced lunch program statistics from each of the states, is at 85% poverty level and the average general population, according to the US 2000 census, is over 1,500 per community. The only available local information resource for the communities is the local chapter/libraries. Until recently, the chapter houses main means of communication, with it's government and entities outside the boundaries of the Navajo Nation, was by mail (some still don't have reliable telephone service). With the assistance of the Library Division of the Bill and Melinda Gates Foundation, the chapter/libraries have become an information rich resource for the communities. Prior to September 1, 2003 the chapter/library information network consisted of a 2-way satellite system connected to computer workstations at each of the 111 sites running at 128k. These e-rate funds allowed the Navajo Nation to match the funds it committed for the 128k service to provide true broadband service of over T1 service to each library workstation within the Navajo Nations existing budget. This new level of service allows the chapter/libraries to provide distance education and video level training at the some of the most remote and rural and underserved locations in the entire United States. The Library card data collection method will allow us to assess utilization and outcomes based on services available. We will also be able to identify additional resources necessary.


5. Budget commitment: (include the cost of the services/products; the Percentage discount according to the school Nutrition program, what part of the Budget the library covers/pays for)

The Navajo Nation through its own budget and additional grants has been funding the 128k level of services since implementation in 2001. The Navajo Nation's current yearly budget for the 128k service is \$539,051. By funding 15% of the new broadband service, which is well over 12 times faster, the new budget will only be \$499,500. This means that we will actually have a \$40,000 reduction in our annual budget and have broadband service we need throughout the Nation.

6. Evaluation process: (how will you evaluate if you have met your goals?)

When the Window Rock main library first opened we were getting about 200 patron visits per month. With the computers installed and connected to the network using satellite broadband we are now getting over 9000 patron visits per month at our main facility. We have had to require that all patrons desiring to use the computer have a library card. During the 2004-2005 e-rate year we plan to extend the library card requirements to the chapter/libraries. We will issue a library card with log-on and password that will allow patrons to visit any chapter/library and log-on. We will also enable tracking that will allow us to track patron utilization by chapter/library and patron. We will build a bell curve that shows which libraries have more utilization and which ones have less utilization. Each year, the number of patrons enrolled in the Library Program will increase by 10% and this will be measured by the methods mentioned. We feel that increase of 10% in user participation will have changed their attitude towards computers and have acquired the skill and knowledge to use computers for such things as e-mailing friends and family, increasing their knowledge of internet research, and building their personal technology capacity. This data will also allow us to focus our training issues where most needed and to identify success stories and implement those success stories at other locations. Also, this evaluation process will allow us to seek specific help from state library organizations and additional funding requests through Navajo Nation government and other grant funding organizations.

7. CIPA compliant yes ☒ in process ☐ no ☐


Library Director's Signature

Date